#### **Goodwill of Western and Northern CT Inc.**

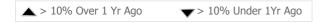
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

# **Provider Activity**





## Unique Clients by Level of Care

Program Type	Level of Care Type	#	%							
<b>Mental Healt</b>	Mental Health									
	Employment Services									
	Residential Services		10	6.0%						

#### Consumer Satisfaction Survey (Based

(Based on 126 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
<ul><li>Quality and Appropriateness</li></ul>		100%	80%	93%
General Satisfaction		100%	80%	92%
✓ Access		100%	80%	88%
✓ Overall		99%	80%	91%
Participation in Treatment		97%	80%	92%
✓ Outcome		96%	80%	83%
✓ Recovery		94%	80%	79%
✓ Respect		93%	80%	91%
Satisfied % Goal %	0-80% 80-10	00% <b>√</b> Goal I	Met 🔵 Ur	nder Goal

### **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	11	7%	17%	Male	108	65%	60%
26-34	47	28%	22%	Female 🔀	58	35%	40%
35-44	32	19%	20%				
45-54	42	25%	24%				
55-64	29	17%	13%	Race	#	%	State Avg
65+	5	3%	4%	Black/African American	76	46%	<b>17</b> %
,				White/Caucasian	52	31%	<b>▼</b> 64%
<b>Ethnicity</b>	#	%	State Avg	Other <mark> </mark>	32	19%	15%
Non-Hispanic	126	76%	74%	Multiple Races	3	2%	1%
Hispanic-Other	18	11%	7%	Hawaiian/Other Pacific Islander	2	1%	0%
Hisp-Puerto Rican	18	11%	12%	Asian	1	1%	1%
Unknown	3	2%	7%	Am. Indian/Native Alaskan			1%
·				Unknown			2%
Hispanic-Cuban	1	1%	0%				
Hispanic-Mexican			0%				
_	Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% L	Jnder S	tate Avg

#### 165 Ocean Tr. Voc. Re. 109-270

Goodwill of Western and Northern CT Inc.

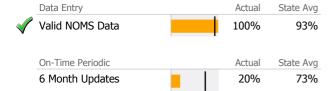
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

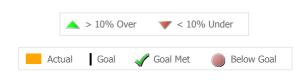
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

#### **Program Activity** Recovery National Recovery Measures (NOMS) Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal Actual Measure Variance % Actual 1 Yr Ago 1 20% 35% 31% -15% **Employed** 5 5 0% Unique Clients Admits Service Utilization Discharges Actual % State Ava Actual % vs Goal % Actual Goal % Actual vs Goal Clients Receiving Services 2 40% 90% 96% -50% 🔻 Service Hours 81 66 24%

#### **Data Submission Quality**







<sup>\*</sup> State Avg based on 40 Active Employment Services Programs

#### **165 Ocean Tr.SupvApts 109-250**

Discharges

1 or more Records Submitted to DMHAS

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Supervised Apartments

### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

#### **Program Activity Discharge Outcomes** Measure Variance % Actual 1 Yr Ago Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal 3 33% Unique Clients Treatment Completed Successfully 0 0% 60% 59% -60% • Admits Recovery Discharges National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal 966 1,098 -12% 🔻 **Bed Days** 2 50% 25% 7% 25% 🔺 **Employed** 100% 95% 92% 5% 4 Stable Living Situation **Data Submission Quality** 2 -10% Social Support 50% 60% 77% Data Entry Actual State Avg 0 0% 95% 55% -95% 🔻 Improved/Maintained Axis V GAF Score Valid NOMS Data 93% 97% **Bed Utilization** On-Time Periodic Actual State Avg 12 Months Trend 100% 74% Avg LOS Actual vs Goal 6 Month Updates Beds Turnover Actual % Goal % State Avg Avg Utilization Rate 88% 1,828 days 0.8 90% 96% -2% Cooccurring Actual State Avg 90-110% >110% < 90% 0% 78% MH Screen Complete SA Screen Complete 0% 77% State Avg Diagnosis Actual 100% 99% Valid Axis I Diagnosis 75% 96% Valid Axis V GAF Score Data Submitted to DMHAS by Month Mar Apr May Jun % Months Submitted > 10% Over < 10% Under</p> Admissions 8%

8%

Actual

Goal

\* State Avg based on 68 Active Supervised Apartments Programs

Below Goal

#### **ABI/TBI Manchester House109165**

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Group Home

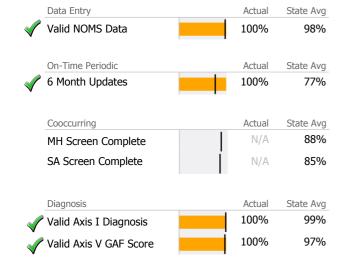
### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

## **Program Activity**

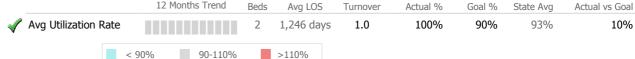
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	730	732	0%

# **Data Submission Quality**

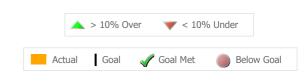


## **Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		N/A	N/A	80%	61%	N/A	
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A	
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge		N/A	N/A	90%	87%	N/A	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		2	100%	60%	78%	40%	_
Stable Living Situation		2	100%	90%	95%	10%	
Improved/Maintained Axis V GAF Score	Ī	0	0%	95%	55%	-95%	<b>V</b>
Bed Utilization							
12 Months Trand	D- d- A 1 OC	T	A -t 1 0/	C10/	Charles Asses	A -t C 1	



	Jui	Aug	Sep	UCT	IVOV	Dec	Jan	reb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
	1 or mo	ore Recoi	rds Subn	nitted to	DMHAS								



<sup>\*</sup> State Avg based on 26 Active Group Home Programs

#### **Cheshire House-Marion Rd109165**

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Group Home

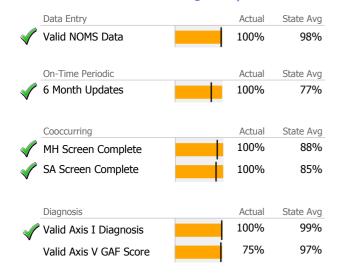
### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

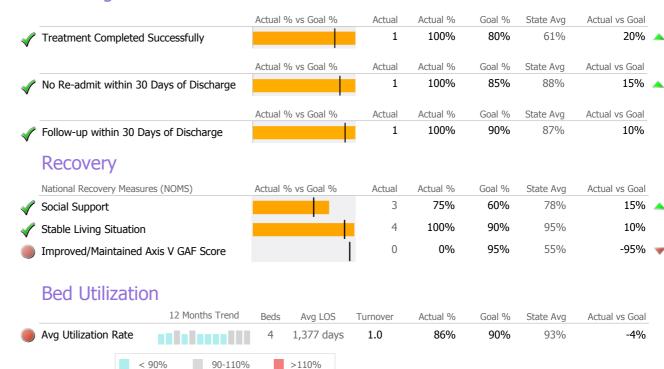
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	5	-20%	•
Admits	1	1	0%	
Discharges	1	2	-50%	•
Bed Days	1,258	1,243	1%	

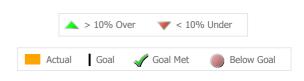
## **Data Submission Quality**



### **Discharge Outcomes**







<sup>\*</sup> State Avg based on 26 Active Group Home Programs

#### Ocean Tr.VocRehab-EBP 109-271

Goodwill of Western and Northern CT Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	151	122	24%	•
Admits	61	56	9%	
Discharges	43	33	30%	•
Service Hours	6,458	3,762	72%	•

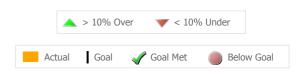
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		35	23%	35%	31%	-12%	•
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		103	94%	90%	96%	4%	

#### **Data Submission Quality**

	Data Entry	Actual	State Avg
<b></b>	Valid NOMS Data	98%	93%
	On-Time Periodic	Actual	State Avg
	6 Month Updates	69%	73%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%
Services													92%
	1 or m	ore Reco	rds Subr	nitted to	DMHAS								



<sup>\*</sup> State Avg based on 40 Active Employment Services Programs